

F. No. 04/20/2017-CMU  
Government of India  
**National Institution for Transforming India**  
(NITI Aayog)

Sansad Marg,  
New Delhi-110001  
Dated the ~~14 June, 2017~~  
**21/07/2017**

**e-TENDER NOTICE**

**Subject:** Invitation of on-line bids for Comprehensive Annual Maintenance Contract (CAMC) for maintenance of SHARP HD LCD/LED Monitors of various sizes in NITI Aayog.

Online quotations (Single Bid System) are invited under Rule 169 of General Financial Rules (GFRs), 2017 from Original Equipment Manufacturers (OEMs) or technically equipped service providers having authorization from OEM for Comprehensive Annual Maintenance Contract (CAMC) for maintenance of SHARP HD LCD/LED Monitors of various sizes in NITI Aayog, Sansad Marg, New Delhi.

2. The application form seeking details of the bidding company/firm/agency (bidder) is at **Annexure-I**. The bidders have to submit bids as per pro-forma given along with the tender document in **Annexure-II**. The format in which the bids are to be submitted is provided at Annexure-II (Bid format). Experience details are to be submitted in **Annexure-II-A**.

3. The Terms & Conditions of the tender are given at **Annexure-III**.

4. The check-list of documents to be submitted along with the bid is at Annexure-IV. The instructions for on-line bid submission are at **Annexure-V**.

5. **(i) Earnest Money Deposit (EMD):** The rates are to be quoted in Indian Rupees, excluding taxes. **The scanned copy of Earnest Money Deposit (EMD) of Rs.30,000/- (Rupees Thirty thousand only) must be uploaded with the Tender and the EMD in original in sealed cover super-scribed with the words: "EMD – for CAMC for maintenance of SHARP HD LCD/LED Monitors" is to be dropped in the "EMD Box" kept at Reception Area of NITI Aayog within the office hours w.e.f. 24/07/2017 to 11/08/2017 and up to 2:00 PM.**

**(ii) Performance Security Deposit (PSD):** The successful bidder (L<sub>1</sub> bidder) will have to deposit a Performance Security Deposit (PSD) amounting to 10% of the contract value in the form of Account Payee Demand Draft/ Fixed Deposit Receipt (FDR)/ Bank Guarantee from a commercial bank (**Details given at Clause No. 20 of Annexure III**).

6. The last date and time for submission of bids is 11/08/2017 up to 2.00 PM. The bids shall be opened online at 3.00 P.M. on 16/08/2017 by the duly constituted Tender Opening Committee. One authorized representative of each participating firm/ agency/ company, who wishes to be present to view the tender opening process, will be allowed to do so.

7. All the required documents in support of the eligibility criteria are also to be positively uploaded along with the tender documents. The bidders are advised, in their own interest, to submit the desired papers/ documents with their bids as per the requirements indicated in **Annexure-IV** failing which their bids may be declared as non-responsive, without any further reference to them.

8. Complete tender documents may be downloaded from the website of Central Public Procurement Portal (<http://eprocure.gov.in/eprocure/app>) and from NITI Aayog's website (<http://niti.gov.in>) with effect from the date of publication of the tender notice. Further information or any issue of corrigendum related to this tender will be available only on website of Central Public Procurement Portal/NITI Aayog.

However, if any clarification is required on any particular point, the undersigned may please be approached for the same, before the closing date of the instant tender.

9. The bidders are requested to submit the tender specific authorization letter issued by the OEM in their favor, failing which their bids will be summarily rejected.

Varina

(Varina Nathani)

Under Secretary to the Govt. of India

Tel. No. 011-23042663

Copy to:-

NIC, NITI Aayog with the request to upload the tender document on the NITI Aayog's website & Central Public Procurement Portal (<http://eprocure.gov.in/eprocure/app>).

**APPLICATION**

1. Name of the Bidding Company/  
Firm/Agency (Bidder) \_\_\_\_\_  
\_\_\_\_\_
2. Status of the firm (Whether Proprietary/  
Partnership/Company) \_\_\_\_\_
3. Name(s) of the Owner/Partner/Director(s) \_\_\_\_\_  
\_\_\_\_\_
4. Full address of Registered Office \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. Full address of the operative branch of  
the Bidder (in Delhi/New Delhi/NCR) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. Name of Banker with complete address \_\_\_\_\_  
\_\_\_\_\_  
Telephone No. of the Banker \_\_\_\_\_  
\_\_\_\_\_
7. Registration Details (self-attested copies to be enclosed):  
(a) PAN/TIN No. \_\_\_\_\_  
(b) Service Tax Registration No. \_\_\_\_\_  
(c) Proof of Income Tax Assessment  
(The name of the document) \_\_\_\_\_  
(Copies of ITR of last three years)
8. Details of Earnest Money Deposit (Rs.30,000/-):  
(a) Banker's Cheque No./Demand Draft No. \_\_\_\_\_  
(b) Date \_\_\_\_\_  
(c) Name of Issuing Bank \_\_\_\_\_

**Signatures of the applicant bidder**

**CAMC for Maintenance of SHARP HD LCD/LED Monitors of various sizes in NITI Aayog  
(Financial Bid Format)**

S.No.	Make and Model No.	Number of Units/ Room No.	Date of Installation / Purchase	Comprehensive Annual Maintenance Charges for repair/ replacement of all minor and major parts of item(s) (Excl. Taxes)	
				Per Unit Charges	Total
(A)	(B)	(C)	(D)	(E)	
1.	SHARP 108" HD LCD Monitor (Model SHARP LB 1085)	01/ (122)	August, 2009		
2.	Sharp 72" LED Monitor	02/ (122)	30/01/2015		
3.	Sharp 60" LED Monitor (Model PN-R603)	02/ (136)	14/06/2016		
4.	Sharp 70" LED Monitor (Model PN-R703)	01/ (243-244)	14/06/2016		
<b>GRAND TOTAL</b>					

**The lowest Bidder (L-1 firm) will be decided on the basis of grand total of rates quoted in column E of Annexure-II.**

The rates should be quoted excluding taxes. The same will be paid on receipt of bill at the prevailing rate(s) during the currency of the contract period.

**Note: The Comprehensive Annual Maintenance Contract may be extended for another two years (total 3 years) on yearly basis at the same rates and conditions subject to satisfactory performance of the contractor and agreement of both the parties.**

## Format for submission of Experience details

A	Details of the maintenance contracts awarded to the bidder by Central/State Govt. Departments/Ministries/PSUs/Autonomous bodies during the last three years, as on 31.03.2017.		
	Details of Departments/Ministries along with name, designation, address, telephone and FAX number of the concerned officers	Details of the contract	Satisfactory performance certificate or work order/contract issued by the authorities concerned.
			Yes/No
			Yes/No.
			Yes/No.
B	Authorisation Letter from OEM (specifically against this tender notice)	From(Name of the Company)	Valid for the period from _____ to _____
C	Additional information, if any.		

Terms & Conditions

**I. Instructions to Bidders**

1. Bids received after the specified date and time will not be accepted. If the EMD in original is not received by ~~11/08/2017~~ 2017 (2.00 P.M), the bids will summarily be rejected. The EMD of the unsuccessful bidder(s) will be refunded only after finalization of the tendering process. No interest will be payable on the earnest money.
2. If any bidder withdraws his bid at any point of time during the tendering process, the EMD of the bidder concerned will stand forfeited.
3. Details of SHARP HD LCD/LED Monitors of various sizes to be repaired/ maintained are given in Annexure-II. Rates should strictly be quoted in accordance with the specifications. The bidders are advised to quote their rates (excluding taxes) for the item as per specifications indicated in the relevant Annexures of this tender document, failing which their bids shall be out-rightly rejected. Taxes will be paid extra as applicable, on production of necessary proofs/documentary evidence as required.
4. The Bidder should upload duly filled in scanned copy of the details as per formats at Annexure-I & II and also upload self-attested copies of the supporting documents while submitting the bid online. List of such documents is given at Annexure-IV for ready reference. The details of experience, etc., should also be scanned and uploaded along with bids as mentioned in Annexure-II-A.

**II. Eligibility Criteria**

5. The Registered Office or Branch Office of the bidding Company/firm/Agency, i.e., the Bidder should be located in Delhi/New Delhi/NCR Region. The Bidder is required to upload the proof of its office address along with telephone number during the online bid submission.
6. The Bidder should have its own Bank Account, TIN Number, PAN Card. Duly signed copies of the same should be uploaded with the Tender during the online bid submission. The firm should enclose copies of PAN, TIN No., VAT/Sales Tax registration and latest copy of Income Tax Return (ITR).
- 7.(a) The bidder should have the experience of dealing with at least one State/Central Government Ministry/Department/PSU/Autonomous Body etc. for at least three full years.
- 7.(b) The bidder should have well qualified professionals duly authorized by the OEM for the maintenance of SHARP HD LCD/LED Monitors of various sizes, if the bidder gets the contract. At least one such person would be made available as per the specific request of NITI Aayog for any particular day(s) by the successful bidder.
- 7.(c) The bidders are requested to submit the tender specific authorization letter issued by the OEM in favor of their firm, failing which their bids will be summarily rejected. NITI Aayog would verify the authenticity of authorization letter from the OEM, if necessary.
8. The Bidder should upload duly signed certificate, along with its bid indicating that they have carefully read the terms and conditions of the Tender and accepted all the provisions of the Tender during online bid submission.
9. The bidder should submit an undertaking that the Bidder has not been blacklisted by any Ministry/Department/Organization of the Central Government/State Government and any Public Sector Undertaking.

10. The Bidder(s) whose services have been terminated by the NITI Aayog (erstwhile Planning Commission) before the expiry of the contract, is(are) not eligible to participate in the bid for a period of 3 years from the date of termination of the contract. A certificate in this regard is to be submitted by the bidder during online bid submission stating that the firm has not been terminated by NITI Aayog (erstwhile Planning Commission) before expiry of the contract during the last three years.

11. The average turnover of the bidder in this sector must not be less than Rs.30.00 Lakh per year (Rupees thirty lakh only) for the last three years. Scanned copy of proof in this regard is to be uploaded along with the bid.

### III Earnest Money Deposit (EMD)

12. The tender must be submitted online within the scheduled time period i.e. by 11/08/2017 (2.00 PM) which should be accompanied by scanned copy of Account Payee Demand Draft/ Pay Order of **Rs.30,000/- (Rupees Thirty thousand only) as Earnest Money Deposit (EMD)** drawn in favor of Pay and Accounts Officer, NITI Aayog and payable at New Delhi. The EMD in original is required to be dropped in EMD Box kept at Reception area of NITI Aayog within the office hours w.e.f. 24/07/2017 to 11/08/2017 (2.00 PM).

13. The bidders who are exempted from submission of EMD for tenders floated under Rule 170 (i) of GFRs, 2017 shall be dealt with as per the General Financial Rules, 2017 subject to submission of an undertaking from the firm seeking such exemption. Copies of relevant Orders/documents regarding such exemption should be submitted along with the bid.

### IV Bid Evaluation Process

14. All terms and conditions stipulated in this tender document shall be considered for selection of a firm for signing the rate contract.

15. The bids shall be opened by the Tender Opening Committee (TOC) on the scheduled date and time (at 3.00 PM. on 16/08/2017), in Committee Room No. 344, NITI Aayog, Sansad Marg, New Delhi-110001 in the presence of the representatives of the Bidders, if any, who wish to be present at the time of opening the tender. The representatives, duly authorized by the bidders concerned to attend the meeting of the TOC, carrying letters from the authorized signatories (under whose signatures the concerned firms have submitted the bids) may contact **Sh. Dheeraj Kumar, Technical Officer, Tel-011/23096639**, for the permission to enter the NITI Aayog premises on that day. The lowest Bidder (L-1 firm) will be decided on the basis of grand total of rates quoted in column E of Annexure-II by the Tender Evaluation Committee to be constituted for the purpose.

### V Specific Terms and Conditions

16. The contract shall be for a period of one year from the date of award of contract. The period of contract may be extended for another two years (total 03 years) on yearly basis, subject to satisfactory performance of the contractor and agreement of both the parties. The rates, upon which the contract has

been finalized, shall remain effective for the entire contract period. No request/claim for any hike in the approved rates would be entertained, under any circumstances, during the period of contract.

17. The selected bidder will have to maintain the SHARP HD LCD/LED Monitors of various sizes in satisfactory working condition. The complaints will have to be attended immediately, and in any case, within the next working day.

18. If the selected firm fails to deliver the service or replace the defective/spurious parts within the permissible period, a penalty @ Rs.1000/- per day or the amount which may be required to be paid to an outside agency by this office, for the desired maintenance, whichever is higher, shall be adjusted against the firm's pending bills.

19. The NITI Aayog shall not be responsible for any financial loss or any other injury to any person(s) deployed by the successful bidder in the course of performing his (their) duties in NITI Aayog.

## VI General Terms and Conditions

20. **Performance Security Deposit (PSD):** The successful bidder (L-1 bidder) has to deposit a Performance Security Deposit (PSD) amounting to 10% of the contract value in the form of Account Payee Demand Draft/ Fixed Deposit Receipt (FDR) made in the name of the Agency and hypothecated to the Pay & Accounts Officer, NITI Aayog, New Delhi from a commercial bank covering the period of contract. The Performance Security Deposit should remain valid for a period of sixty (60) days beyond the date of expiry of the period of contract.

21. In the event of failure to accept the Offer of Contract and submission of Performance Security Deposit by the successful bidder for whatsoever reasons(s), Earnest Money Deposit submitted by the successful Bidder shall be forfeited.

22. Non-satisfactory service during the period of contract may lead to forfeiture of performance security deposit and cancellation of contract and blacklisting of the firm/agency/organization.

23. The validity of bids will be 90 (Ninety) days from the date of opening of the tender in the instant tendering process. Further extension of validity of bid will be at the discretion of NITI Aayog, but the bidders would be asked for their opinion on the same if the validity period is to be extended.

24. Bidders can obtain clarification(s) regarding the bidding conditions, bidding process or rejection of their bids. The enquiries relating to rejection of bids would be considered for reply/consideration only up to sixty (60) days after the date of award of contract.

25.(a) The rates for maintenance of SHARP HD LCD/LED Monitors of various sizes (as per the proforma at Annexure-II) are to be quoted for repair/ replacement of all minor and major parts of items (IS/BIS marked, wherever applicable).

25.(b) The consolidated rates for the CAMC of the SHARP HD LCD/LED Monitors of various sizes should be quoted after inspecting the present condition of SHARP HD LCD/LED Monitors of various sizes on "as is where is" basis. If need be, the Bidder may visit this office for inspecting the SHARP HD LCD/LED Monitors of various sizes with prior intimation to **Sh. Dheeraj Kumar, Technical Officer, Communication Cell, NITI Aayog, Tel-011-23096639.**

25.(c) The contractor will ensure that the SHARP HD LCD/LED Monitors of various sizes give uninterrupted services. For this purpose, the contractor will depute the qualified service engineer to NITI Aayog to attend to complaints relating to SHARP HD LCD/LED Monitors of various sizes promptly. The contractor will be responsible for all safety measures and precautions to prevent any damage to the SHARP HD LCD/LED Monitors of various sizes under CAMC.

25.(d) It shall be the responsibility of the firm to hand over the SHARP HD LCD/LED Monitors of various sizes under contract owned by NITI Aayog, in working condition at the end of the contract period.

25 (e) The work which cannot be done within the office premises shall be allowed to be done outside the building with the written permission of NITI Aayog. No extra charges will be paid for this work. In such cases, the transport and the labour charges will be borne by the contractor himself.



25.(f) It is the bounding obligation of the contracting party (successful bidder) under the CAMC to provide only the genuine/original parts, wherever required to the satisfaction of NITI Aayog. Failure to do so will render the contractor liable for penal action of deduction of the value of any loss caused to NITI Aayog on this account. The penalty may also include premature termination of contract and forfeiture of security deposit.

26.(a) The contractor will not attend to any job directly himself unless directed/ordered by the Authorised Officer of Communication Cell. Work done certificate may also be obtained from the officer concerned for the job attended.

26.(b) In the matter of the instant tendering process, the decision of NITI Aayog shall be final and binding on the contractor. Unrealistic prices quoted by bidders would debar them from being considered for the award of the contract and future contracts by NITI Aayog.

27. If new display monitor(s) is(are) added in the instant CAMC during the currency period of the CAMC, payment will be made on pro-rata basis, as per the rates approved for similar/equivalent models of the display monitors.

28. The Competent Authority in the NITI Aayog would, at his/her own discretion, be free to annul the contractual agreement if the repairs/maintenance are not carried out on time or the spares supplied by the firm are deficient in quality in any way or found not up to the mark.

29. Payment will be made by Electronic Clearing System (ECS) after successful rendering of service on completion of each quarter. The bills raised by the selected firm should have all tax registration numbers printed on bills. Validity of the tax registration during the currency of contract shall be the sole responsibility of the firm. The bill should be inclusive of all permissible taxes.

30. The selected firm shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of NITI Aayog.

31. The NITI Aayog reserves the right to cancel the tender at any time/ stage or relax/amend/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the bid shall not be entertained. Before submission of the bid, enquiry can be made over phone/through correspondence. In case of withdrawal of bids, the EMD of the bidder concerned will stand forfeited.

32. Any controversy or dispute arising out of this contract shall be referred to the sole arbitration of Adviser (Administration/Communication) or any Joint Secretary level officer in NITI Aayog, New Delhi, dealing with Administration/Communication at the relevant time, or to any officer nominated by him/her. There shall be no bar to the reference of dispute to the arbitration by such officer as nominated by the competent authority even though the said officer, as an employee of the NITI Aayog, New Delhi might have dealt with the matter earlier or expressed his opinion thereon. In case the arbitrator to whom the matter is originally referred to is transferred or vacates his office or is unable to act for any reasons, the Joint Secretary level officer shall be competent to appoint another person as arbitrator, who shall be entitled to proceed with the reference, from the stage at which it was left by his predecessor. No person other than the one nominated by the Adviser (Administration/Communication) shall act as arbitrator. The decision of the Adviser (Administration/Communication) or the officer nominated by him/her shall be final and binding on the party/parties. The arbitration proceedings shall be held at an appropriate location in Delhi/New Delhi. The limitation for filing claim for arbitration is 180 days from the expiry of the contract period and in case no claim is filed within this period, it shall be presumed that there is no claim. The place of settlement of disputes shall be Delhi. In the case of settlement of dispute in the Court of Law, it will be in jurisdiction of Court at Delhi.

33. Subject to the above, the provisions of the Arbitration Act, 1996 or any statutory modification on enactment thereof and rules made thereunder and for the time being in force, shall apply to arbitration proceedings under this Clause.

34. The arbitrator may, from time to time, extend the time for making and publishing the award. He may do so without any need for obtaining the consent of the parties to the dispute.

Varina

(Varina Nathani)

Under Secretary to the Govt. of India

Tel. No. 011-23042663

Copy to:-

NIC, NITI Aayog with the request to upload the tender document on the NITI Aayog's website.

**CHECK LIST**

**DOCUMENTS TO BE SUBMITTED ALONG WITH THE BID**

1. E.M.D. (Pay Order/ Demand draft) to be dropped in EMD box separately. (Clause No. 12 at Annexure-III).
2. Proof of Registered Office / Branch Office of Company /Firm /Agency in Delhi/New Delhi/NCR. (Clause No. 5 at Annexure-III).
3. Proofs of own Bank Account, TIN, PAN, VAT/Sales Tax Registration and the latest copy of the Income Tax Return. (Clause No. 6 at Annexure-III).
4. Self-attested copy of a certificate indicating that the bidder has carefully read the terms and conditions of the tender and accepted all the provisions of the tender (Clause No. 8 at Annexure-III).
5. Self-attested copy of non-blacklisting certificate (Clause No. 9 at Annexure-III).
6. Certificate that the services of the firm have not been terminated by NITI Aayog before the expiry of the contract during last three years. (Clause No.10 at Annexure-III).
7. Copy of tender specific authorization letter issued by OEM in their favor (Clause No. 7 (c) at Annexure-III)
8. A proof about average annual turnover of not less than Rs.30.00 Lakh each year for the last three years. (Clause No.11 at Annexure-III).
9. A scanned copy of the E.M.D. (Pay Order/Demand draft) to be enclosed with the tender bid. (Clause No. 12 at Annexure-III).
10. If the bidder is exempted from submission of EMD, copy of relevant orders/documents regarding such exemption to be enclosed with the bid (Clause No. 13 at Annexure-III).

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Instructions for Online Bid Submission

**Instructions to the Bidders to submit the bids online through the eProcurement site  
<https://eprocure.gov.in>**

- 1) Bidder should do the registration in the tender site using the “Click here to Enroll” option available.
- 2) Then the Digital Signature of SIFY/TCS/nCode or any Certifying Authority is to be registered after logging into the site.
- 3) Bidder can use “My Space” area to update standard documents in advance as required for various tenders and use them during bid submission. This will facilitate the bid submission process by reducing time.
- 4) Bidder may read the tenders published in the site and download the required documents/tender schedules for the tenders he is interested in.
- 5) Bidder then logs into the site using the secured login by giving the user id/ password chosen during registration and password of the DSC/etoken.
- 6) Only one DSC should be used for a bidder and should not be misused by others.
- 7) Bidder should read the tender schedules carefully and submit the documents as asked, otherwise, the bid will be rejected.
- 8) Bidder should take into account the corrigenda published before submitting the bids online.
- 9) Bidder must in advance prepare the bid documents to be submitted as indicated in the tender schedule and they should be in the required format. If there are more than one documents, they can be clubbed together.
- 10) Bidder should prepare the EMD as specified in the tender. The original should be posted/couriered/given in person to the specified location as per Tender Document, latest by the last date of bid submission.
- 11) Bidder selects the tender which he is interested in using search option & then move it to the “my favorites” folder.
- 12) From the “my favorites” folder, he selects the tender to view all the details indicated.
- 13) The bidder reads the terms & conditions and accepts the same to proceed further to submit the bids.
- 14) The bidder has to select the payment option as offline to pay the EMD as applicable.
- 15) The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the bid submitted will not be acceptable.
- 16) The bidder has to enter the password of the DSC/etoken and the required bid documents have to be uploaded one by one as indicated.

- 17) The rates offered details have to be entered separately in a spread sheet file (xls) in the space allotted and should be updated as BOQ.xls file for each tender after the financial bid. The BOQ file, if found modified by the bidder will result in rejection of the bid.
- 18) The tendering system will give a successful bid updation message & then a bid summary will be shown with the bid no & the date & time of submission of the bid with all other relevant details. The bidder has to submit the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 19) The bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid.
- 20) The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate on the bid opening date.
- 21) For any clarifications with the TIA, the bid number can be used as a reference.
- 22) Bidder should log into the site well in advance for bid submission so that he submits the bid in time, i.e., on or before the bid submission time. If there is any delay due to other issues, bidder only will be responsible.
- 23) Each document to be uploaded online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced by scanning at low resolution and the same can be uploaded. However if the file size is less than 1 MB, the transaction/uploading will be very fast. The documents uploaded should be legible/ readable.
- 24) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the eProcurement system. The bidders should follow this time during bid submission.
- 25) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 26) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 27) Any document that is uploaded to the server is subjected to symmetric encryption using a generated symmetric key. Further this key is subjected to asymmetric encryption using buyers' public keys. Overall, the submitted tender documents become readable only after the tender opening by the authorized individual.
- 28) For any queries, the bidders are asked to contact by mail [maps-pc@gov.in](mailto:maps-pc@gov.in) or by phone: 011-23096639 well in advance.